

END USER SUPPORT: DEVICE MANAGEMENT SUBPROJECT PLAN

Project Information

Project Team Leads:	Rick Bennett Tim Wolf
Project Manager:	Mike Frangi
TeamDynamix Project Number:	241065

Project Overview

The Device Management & Software Deployment project will focus on consolidating and streamlining device management, OS imaging and software deployments across campus. The goal is to provide a single, centralized service for OS deployment, software packaging/deployment and software patches & updates, and device management. This service will be managed by a centralized group.

This group will be responsible for providing a single OS deployment methodology, software packages and deployment solutions, and device management methodology. The goal is to reduce duplicate packaging and deployment efforts in order to increase efficiency while still meeting (or exceeding) the needs of campus. This project plan presumes other projects will handle procurement and searchable software catalog.

To do so the following requirements as outlined in the Device Management sub project charter will be implemented:

- All efforts to build OS images and software packages as well as manage devices will be a service offered by a centralized group.
- A single set of tools and processes will be used for OS and software deployment as well as device management.
 - Local consultant installation of software is always allowed to accommodate limited deployment packages.
 - User access control will be at the discretion of the business units.
- The needs of the colleges and departments will be reviewed and solutions should be identified to meet the needs of everyone along with the goals of OneIT.

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- A Device Management (SLA) will be created. The SLA will define the services provided to end users by the OneIT End User Support Service. This is meant to be a broad document not a unit by unit agreement.
- High degree of effectiveness and problem response to patient care and safety will be maintained.
- High degree of effectiveness and problem response for student instruction will be maintained.
- Promote innovative activities and the flexibility to address specialized needs in instruction, research and administrative missions.
- Existing service levels will remain the same or reasonable alternatives will be in alignment with the guiding principles as defined by OneIT.
- Identify Key Performance Indicators (KPIs) in order to assess the success of this project.
- Identify and workout any funding issues this project identifies.

The project is operating under the OneIT guiding principles. Existing service levels will remain the same or reasonable alternatives will be in alignment with the guiding principles as defined by OneIT.

Definition of Device Management & Software Deployment Role

How is Function Provided: This service will be provided centrally as part of the Enterprise Client Management Group. This function will cover new hires, existing staff and student workers.

The following is an initial list of job responsibilities that will be further defined. Initial responsibilities include:

- Maintain SCCM, Casper and other tools related to Device Management & Software Deployment
- Build and maintain OS builds and ongoing service for Windows and Macintosh (including all OS updates and security patches) as well as the tools to deploy operating systems
- Streamlining software packaging and updating of those packages
- Provide user-friendly software deployment mechanism such as self-service
- Maintain and support the device encryption infrastructure
- Provide support for ITCs and computer labs across campus
- Work with departments to efficiently deploy device settings (i.e. GPOs and Mac policies)

Project Staffing

Who	Department	Skill Set	Estimated Time Commitment
<i>Rick Bennett</i>	CLAS	Sub Project Lead and Technical Expert - SCCM	150
<i>Ryan Nenninger</i>	CLAS	Technical Expert - SCCM	50
<i>Kelvin Lehrman</i>	CLAS	Technical Expert - SCCM	50
<i>Tim Wolf</i>	ITS - ECM	Sub Project Lead and Technical Expert - SCCM	150
<i>Steve Carneol</i>	ITS - ECM	Technical Expert - SCCM	50
<i>Ryan Davisson</i>	ITS - ECM	Technical Expert - SCCM	50
<i>Brad Gunnells</i>	ITS - ECM	Technical Expert - Casper	50
<i>Al Raymond</i>	ITS - ECM	Technical Expert - SCCM	50
<i>Rob Sanders</i>	ITS - ECM	Technical Expert - SCCM	50
<i>Brad Taylor</i>	ITS - ECM	Technical Expert - SCCM	50
<i>Mike Frangi</i>	ITS - PDG	Project Manager	100
<i>Scott Frederick</i>	CLAS	Technical Expert - Casper	150
<i>Mike Hendrickson</i>	CLAS	Technical Expert - Casper	50
<i>Phil Maul</i>	CLAS	Technical Expert - Casper	50
<i>Nguyen Huynh</i>	Business	Technical Expert - SCCM	150
<i>Jerry Gehling</i>	Dentistry	Technical Expert - SCCM	100
<i>Michael Walker</i>	Dentistry	Technical Expert - SCCM	25
<i>Chuck McBrearty</i>	Dentistry	Project Lead	50
<i>Tracy Scott</i>	ITS - SMS	Project Lead	100
<i>Lance Bolton</i>	CLAS	Project Lead	100
<i>Server Support Team</i>	ITS - EI	Servers	50
<i>Tracey Schmidt</i>	ITS - SMS	Software Procurement	25
<i>Total Estimate</i>			<i>1650 hours</i>

Project Schedule

Below is a high level project schedule outlining four project stages and approximate timeframes associated with each stage. This schedule will be elaborated in detail as the project team goes through each outlined stage. This schedule is focused on Windows and Mac. Linux and other operating systems will be addressed in the future.

Phase 1 Initiation (Spring – Summer 2015) April 2015 – June 2015 → COMPLETE

- Develop Project Charter
- Develop Stakeholder Registry
- Campus Engagement
- Form sub project team

Phase 2 Planning (Summer/Fall 2015) July 2015 – October 2015 → IN PROGRESS

- Engage Campus Directors and Systems Administrators to determine / verify scope of work
 - Initially by survey followed by face to face meetings
- Determine engagement, communication change management strategies
- Engage IT campus community as needed for feedback

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- Define implementation strategy.
 - End user support will be treated as a single entity for implementation. Helpdesk, desktop and device management processes will be addressed in parallel unit by unit.
 - CLAS will be the next early adopter to implement the OneIT End User Support service model. Other units may be identified or asked to be an early adopters and a roll out schedule will be outlined.
 - Implementation project will engage with each IT Director to outline current IT Structure. Identify the unique needs and develop a specific implementation plan for each unit.
- Define the areas of focus for the new service
- Define Appropriate people resources for the focus areas
 - Potential examples for areas of focus - Application Team, Imaging Team, AD & GPO Team, and Infrastructure Team
- Develop an inventory of current process and tools used to deploy OS images and software
- Develop inventory of all of the software packages currently be built and who is building them
- Define campus units that will be our first testers
 - Ex. ITS-ETS managed groups, ITS internally, CLAS
- Define high level risks and mitigation strategy per campus units

Phase 3 - Implementation

- **Stage 1 – First Testers (Fall 2015) November 2015 – January 2016**
 - Continue Campus Engagement as defined in Stage 1 (provide updates on Project and gather feedback)
 - Outline draft service offerings
 - Begin to outline the single set of tools and processes to be used for OS and software deployment
 - Draft SLA for Device Management service
 - Celebrate/reinforce early successes
 - OneIT Steering Committee Approval of new service offerings
 - Vet service offerings by campus IT community
 - Start implementing new service with first tester groups
 - Creation / testing / something else
 - Tweak service based on feedback
- **Stage 2 – Early Adopters (Winter/Spring 2016) February 2016 – May 2016**
 - Continue Campus Engagement as defined in Stage 1 (provide updates on Project and gather feedback)
 - Define campus units that will be early adopters
 - Start implementing new service with early adopter groups
 - Celebrate/reinforce successes
 - Update campus IT community

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- Tweak service based on feedback
- **Stage 3 – Roll Out (Spring 2016 - Summer 2017) May 2016 – September 2017**
 - Continue Campus Engagement as defined in Stage 1 (provide updates on Project and gather feedback)
 - Define schedule for rollout of service to rest of campus
 - Start implementing new service with rest of campus based on rollout scheduled
 - Celebrate/reinforce early successes
 - Update campus IT community

Phase 4 – Close Out (Fall 2017) October 2017

- Project Close Out
- Ongoing service enhancements

Project Budget

Investments in the following tools could potentially increase efficiency in the delivery of the OneIT Device Management service.

- PXE Net Boot Service
- Casper Licensing – will be funded Mac and iOS for departmentally university owned machines
- Admin Studio Licenses
- Network Storage
- Secunia CSI (3rd Party Software Update tool) http://secunia.com/vulnerability_scanning/

In addition, approximately 1650 hours in staff time estimated for implementation of the OneIT Device Management sub project.

Change Control Plan

Substantial changes to project scope will be brought to the OneIT Steering Committee for evaluation and resolution.

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Communications Plan

<i>Target Audience</i>	<i>Primary Contact</i>	<i>Communication Mechanism</i>	<i>Frequency</i>	<i>Purpose/Description of Communication</i>	<i>Author/Owner</i>
<i>OneIT Steering Committee</i>	Program Office	Email, meetings	Monthly or as needed	Updates on project, feedback from group	Mike Frangi
<i>Project Team</i>	Rick Bennett, Tim Wolf	Recurring Team Meetings	Weekly	Plan and Implement	Mike Frangi
<i>OneIT Leaders</i>	Chris Clark	Email, meetings, presentations	As needed	Updates on project, feedback from group	Mike Frangi
<i>Collegiate IT Leaders</i>	Tim Shie	Email, meetings	As needed	Updates on project, feedback from group	Mike Frangi
<i>ITAdmin Community</i>	Tim Wolf	Email, presentations	As needed	Updates on project, feedback from group	Tim Wolf
<i>SCCM Community</i>	Tim Wolf	Email, presentations	As needed	Updates on project, feedback from group	<i>Tim Wolf</i>
<i>Casper Community</i>	Tim Wolf	Email	As needed	Updates on project, feedback from group	<i>Tim Wolf</i>
<i>Advisory Committee</i>	Mike Frangi	Email, meetings	Quarterly or as needed	Updates on project, feedback from group	
<i>Desktop Support Consultants</i>	IT Directors	Email, meetings	As needed	Updates on project, feedback from group	
<i>Help / Service Desk</i>	Jamie Matthews, IT Directors	Email, meetings	As needed	Updates on project, feedback from group	
<i>Engineering Computing Committee</i>	Jon Kuhl	Email, meetings, presentations	As needed	Updates on project, feedback from group	OneIT Program Office
<i>Software Licensing</i>	Tracy Schmidt	Email, meetings	As needed	Feedback	
<i>OneIT End User Project Website</i>	Nicole Riehl Dahya	Publishing news and timeline to the website	Weekly	Update the public on project progress	Mike Frangi
<i>HR Representatives</i>	TBD	Email, meetings	As needed		
<i>Staff</i>	TBD	Email, meetings	As needed		

Risk Management Plan

Risks will be identified during project team meetings, interviews or discussions with project stakeholders. Once identified the risks will be assessed and the likelihood of occurrence and impact on the project will be determined. Risk mitigation strategies will be developed for risks that have a high impact and a high likelihood of occurrence on the project. The risk tracking list will be located on the Device Management Project SharePoint Site.

Issue Tracking and Resolution Plan

Issues will be identified during project team meetings, interviews or discussions with project stakeholders. Once identified the issues will be evaluated, tracked and assigned in the issue tracking list located on the Device Management Project SharePoint Site.

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Metrics / Key Performance Indicators

- Outline how many OS WIM and Block Copy are in place now and track that versus how many will be in place in the future.
- Outline how many configurations and tasks sequences are in place now and track that versus how many will be in place in the future.
- Track service growth – define pieces of the service we are planning to do metrics on
- Track Operating System Deployment use. Specifically how many images are laid down by service per month and track this number over time.
- Determine a measure for reducing duplication of packages where it makes sense.
- Determine a way to establish how many new users are brought into the new service.
- Percent breakdown of full time staff doing work related to device management.
- Outline how many GPOs / Policies are in place currently versus how many will be in place in the future. Goal to reduce this number.

Key Dates

Charter Ratification Date	06/01/2015
Project Plan SC Approval Date	09/15/2015